



---

---

**OFFICE SERVICES SUPERVISOR II (General)**  
**BUSINESS SERVICES SECTION**  
**FINAL FILING DATE: April 16, 2007 or Until Filled**  
**PERMANENT/FULL-TIME**  
**\$2,856.00 - \$3,472.00**

**DEPARTMENT SUMMARY:**

Are you interested in working for a department where you know the services you provide make a difference? The Victim Compensation and Government Claims Board (VCGCB) is comprised of approximately 300 employees who help administer various programs. The Victim Compensation Program helps people who have been victimized by violent crime to pay medical bills, funeral expenses, treatment for mental health, lost wages, and other crime-related expenses. The Government Claims Program helps resolve claims filed against the State of California. The Restitution Recovery and Accounting Division ensures restitution fines and orders are levied and collected pursuant to applicable statutes. Our mission is to serve our claimants and stakeholders through effective assistance and timely resolution of claims. The VCGCB is a special fund department under the direction of the State and Consumer Services Agency.

**POSITION SUMMARY:**

Under general direction of the Staff Services Manager I (Supervisory), the Office Services Supervisor II (General) is the first line supervisor of staff who performs a variety of administrative, clerical and general office support tasks.

**This position is designated under the Conflict of Interest Code. The position is responsible for making, or participating in the making, of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.**

**SPECIAL REQUIREMENT:** Candidate must possess a valid California driver's license and provide a current copy of his/her driving record obtained from the Department of Motor Vehicles.

**ESSENTIAL FUNCTIONS:**

The performance of these duties will be accomplished in accordance with the Victim Compensation and Government Claims Board (VCGCB) policies, guidelines, statutes such as the State Administrative Manual (SAM) and the VCGCB Retention Policy and are in compliance with the statutes, regulations and policies governing the program.

In order to ensure timely completion of various clerical and administrative support tasks:

- Plan, direct and organize a team support staff in the Mail Room, Copy Room, Letters Desk, File Room, and Stock Room for primary functions of printing, copying and collating; preparing, batching, sorting and distributing of auto-generated letters; filing, records management
- Assign, distribute and monitor the quality and quantity of work performed
- Identify workload problems and take action when necessary
- Set priorities
- Facilitate special requests

Equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation. \*\*Position subject to SROA and Re-employment List policies and procedures. \*\*



Performs the full range of supervisory duties for selecting, developing and retaining staff:

- Selects, develops, evaluates, and provides leadership to subordinate staff.
- Assesses employee performance by routine evaluation of their work; establish performance criteria and complete periodic appraisals.
- Develops training plans.
- Ensures subordinate staff is apprised of and understand expectations, consistent with Board policy.
- Maintains open communication with subordinate staff via written communication such as emails/memos, one-on-one meetings, and/or weekly staff meetings.
- Applies constructive intervention methods, when appropriate, consistent with the progressive discipline process.
- Interprets, promotes and complies with the guidelines as defined in the Memorandum of Understanding for Bargaining 4.

Maintains accurate reporting, following the published guidelines of the State Controller's Office (SCO), for issuance and recording of correct payroll warrants of subordinate staff:

- Grant or deny subordinate staff's requests for time off or overtime by evaluating leave balances.
- Ensure subordinate staff has sufficient leave credits available for any leave requested.
- Approve time charged for leave usage, leave without pay (dock or NDI), absence without leave (AWOL), etc. on or before the designated SCO monthly payroll cut-off date.

Research and respond to internal/external requests for status information regarding mail, copy/print jobs, VOX/CaRES Letter, File Room and Stock Room

#### **MARGINAL FUNCTIONS:**

Conducts weekly/monthly staff meetings to ensure and maintain open, strong and clear communication with section staff. Attends and participates in weekly and/or monthly management staff meetings.

#### **SPECIAL PERSONAL CHARACTERISTIC**

- A demonstrated interest in assuming increasing responsibility.
- Knowledge of and the ability to, consistently apply the principles and practices of employee supervision.
- Dependability

#### **INTERPERSONAL SKILLS:**

- Demonstrate leadership, diplomacy and courtesy.
- Display good interaction skills and the ability to deal tactfully, be congenial and in a personable manner with the public as well as with employees of the Board.

#### **WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES**

##### **Work Expectations:**

- Punctuality: be at your respective workstation ready for work at the starting time of your workday as well as return on time ready to work after breaks and lunch.
- Able to work in a team environment and get along with co-workers.
- Work efficiently under busy work conditions.
- Dress appropriately for an office environment.
- Attend all mandatory training as required per departmental guidelines.

Equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation. \*\*Position subject to SROA and Re-employment List policies and procedures. \*\*

**Work Expectations (continued)**

- Work in an office area with phones ringing, foot traffic and copiers or other continuous operating office equipment.
- Ability to use computer's basic applications, i.e., Outlook, Word, Excel, e-mail and various programs and systems.
- Come to meetings prepared, including handouts for distribution when appropriate.
- Adapt to changing job duties and schedule.
- A valid California Driver's License and a copy of a driving record is required

**Physical Abilities:**

- To be able to stand and/or walk on your feet approximately 50% of the workday.
- Includes sitting using a computer and telephone, grasping and reaching in the performance of daily duties.
- Job will require some climbing, balancing, kneeling, to bend or stoop
- The ability to carry or move objects up to 35 pounds.
- Ability to operate a truck and drive to designated locations on an as needed basis.

**Mental Abilities:**

- Follow and understand verbal and written instructions and communications.
- Requires the ability to handle stress and deadlines.

**Safety:**

Understand, follow and enforce all safety rules and procedures.

The VCGCB is located at 400 R Street in an updated building which includes new furniture, carpeting, paint, break/lunch rooms with lots of amenities (i.e., refrigerators, microwaves, toasters, and coffee pots). We are conveniently close to restaurants, shopping, highway, bus routes, light rail, a four story parking garage right next door and parking meters located directly in front of the building.

**WHO MAY APPLY:**

Candidates currently in this classification, with transfer eligibility to this classification, in a reachable rank on an employment list for this classification, or have reinstatement rights to this classification. SROA and Surplus candidates are encouraged to apply. Please include RPA #166-BSS on the State Application. Applications will be screened for the most qualified candidates and interviews may be scheduled.

**SUBMIT APPLICATION TO:**

Victim Compensation and Government Claims Board  
Angela Ramirez/Human Resources Section  
P.O. Box 48  
Sacramento, CA 95812-0048  
(916) 491-3805

Equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation. \*\*Position subject to SROA and Re-employment List policies and procedures. \*\*